

**THE CASE OF THE TRAVEL TRAUMAS**  
**INFORMATION FOR RENEE FOR COUNSELING SESSION EXERCISE**

**YOUR OPEN TRAVEL CASES FROM MARCH:**

SUBMITTED	TRAVELER	NOTES
March 2	Carter	<ul style="list-style-type: none"> <li>March 2: Carter provides you travel documents. <i>(You took a quick look at them and saw he was missing a bunch of information, so you put it to the side and didn't want to be bothered; he should know better.)</i></li> <li>March 09-20: Carter emails/voicemails you three times re: status, but you do not respond.</li> <li>March 25: You finally email Carter asking for additional information.</li> <li>March 27: Carter provides you the complete additional information</li> <li>April 7: You still haven't started it.</li> </ul>
March 10	Beth	<ul style="list-style-type: none"> <li>March 10: Beth provides you complete information.</li> <li>April 7: You have not touched it (involves international travel). <i>(International travel stuff is sooooo painful.)</i></li> </ul>
March 16	Chip	<ul style="list-style-type: none"> <li>March 16: Chip provides you travel documents.</li> <li>March 16-20: You made three attempts (two emails and a voicemail) to get additional information from Chip; he gave you part of the info, but his file is still Incomplete.</li> <li>You do not cc: Supervisor on any emails. (Forgot you were supposed to.)</li> <li>April 7: You have not touched it. (Still missing some information.) <i>(Also, it got buried on your desk, so you forgot it was there until you cleared through those other things on April 6. Not your fault; just got buried. Besides, employee never gave complete info.)</i></li> </ul>
March 20	Roddy	<ul style="list-style-type: none"> <li>March 23: You email Roddy for more information.</li> <li>March 25: Roddy provided you complete information.</li> <li>April 7: You have not touched it. <i>(Roddy is not a priority to you, so make up an excuse.)</i></li> </ul>
March 25	Sandy	<ul style="list-style-type: none"> <li>March 25: Sandy provides you the information. Simple mileage reimbursement.</li> <li>April 7: You have not touched it. <i>(You can't stand Sandy, so you aren't in a rush to finish this one.)</i></li> </ul>

**YOUR CLOSED TRAVEL CASES FROM MARCH:**

SUBMITTED	TRAVELER	COMPLETED	NOTES
March 4	Babcock	March 4	Simple mileage reimbursement.
March 23	Babcock	March 23	Simple mileage reimbursement.
March 27	Kelly	March 31	Received additional documentation on March 30 and completed March 31.

**YOUR EXCEL TRAINING STATUS:**

Not completed; haven't thought about it for a second.

**YOUR MONTHLY REPORT TRACKING SPREADSHEET:**

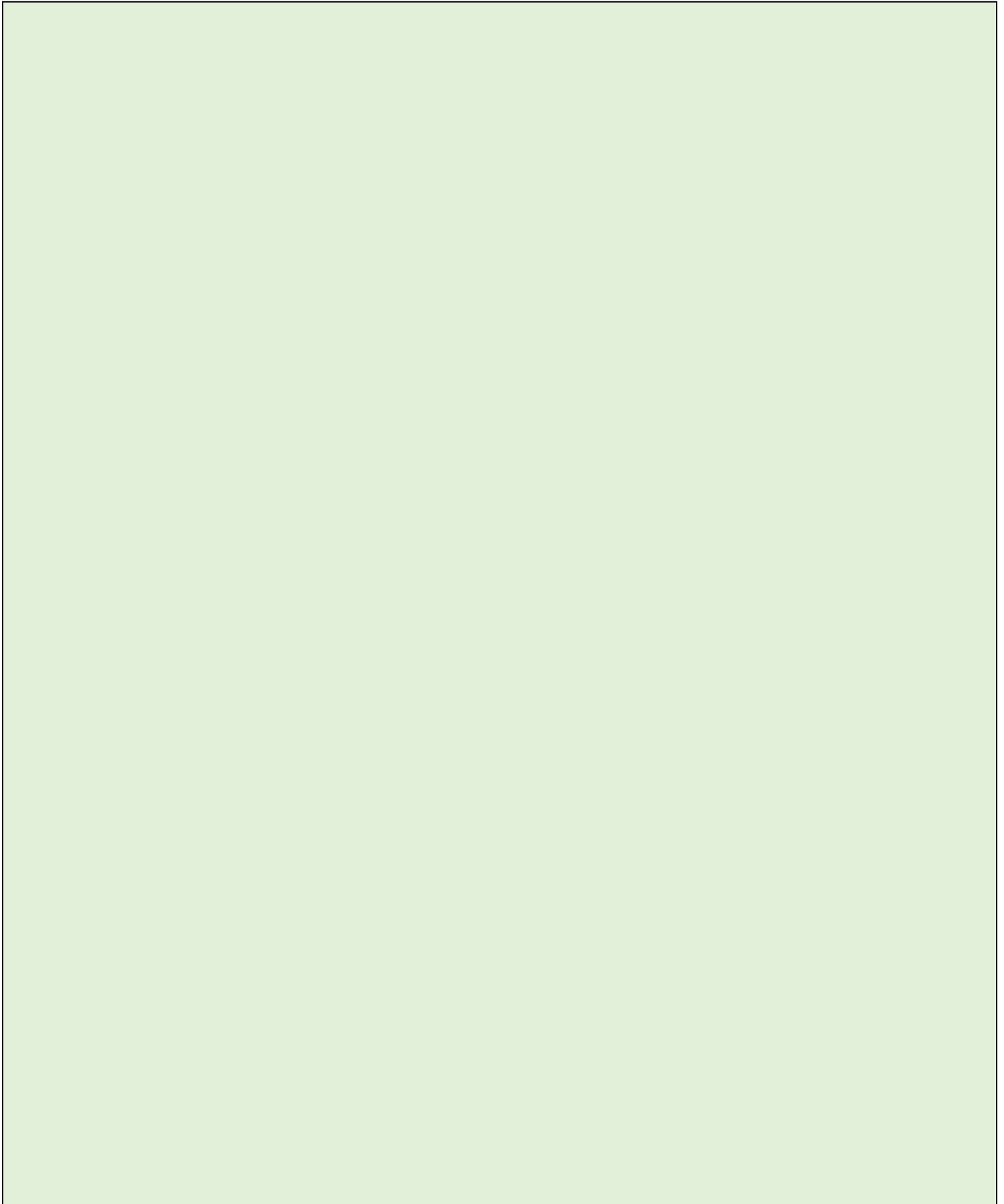
Not completed because you haven't gone to Excel training yet.

**ATTENDANCE:**

You have only been out 2 days in the past 6 weeks.

**YOU ARE APPLYING FOR A POSITION  
ACROSS CAMPUS AND CANNOT AFFORD  
TO HAVE A WRITTEN WARNING  
ON YOUR FILE, SO YOU WANT TO  
MAKE THIS GO AWAY.**

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#### YOUR OPEN TRAVEL CASES FROM MARCH:

SUBMITTED	TRAVELER	NOTES
March 2	Carter	<ul style="list-style-type: none"> <li>March 2: Carter provides you travel documents. <i>(You took a quick look at them and saw he was missing a bunch of information, so you put it to the side and didn't want to be bothered; he should know better.)</i></li> <li>March 09-20: Carter emails/voicemails you three times re: status, but you do not respond. <i>(You were out two of the days he tried to contact you.)</i></li> <li>March 26: You finally email Carter asking for additional information.</li> <li>March 27: Carter provides you the complete additional information.</li> <li>April 7: You have not touched it. <i>(You were out April 1-3 for Easter.)</i></li> </ul>
March 10	Beth	<ul style="list-style-type: none"> <li>March 10: Beth provided you complete information.</li> <li>April 7: You have not touched it (involves international travel). <i>(International travel stuff is sooooo painful.)</i></li> </ul>
March 16	Chip	<ul style="list-style-type: none"> <li>March 16: Chip provided you travel documents.</li> <li>March 16: You email Chip for more information. <i>(No response.)</i></li> <li>March 17: Chips voicemail you with questions.</li> <li>March 19: You email Chip the travel procedures. <i>(Doesn't really answer his questions, though.)</i></li> <li>April 7: You have not touched it. <i>(Still missing some information.)</i></li> </ul>
March 20	Roddy	<ul style="list-style-type: none"> <li>March 23: You email Roddy for more information.</li> <li>March 25: Roddy provides you complete information. <i>(You were out that day.)</i></li> <li>April 7: You have not touched it. <i>(You were out April 1-3 for Easter.)</i></li> </ul> <i>(Roddy is not a priority to you, so make up an excuse.)</i>
March 21	Sandy	<ul style="list-style-type: none"> <li>March 21: Sandy provides you the complete information. Simple mileage reimbursement.</li> <li>April 7: You have not touched it. <i>(You can't stand Sandy, so you aren't in a rush to finish this one.)</i></li> </ul>

#### YOUR CLOSED TRAVEL CASES FROM MARCH:

SUBMITTED	TRAVELER	COMPLETED	NOTES
March 4	Babcock	March 4	Simple mileage reimbursement.
March 23	Babcock	March 23	Simple mileage reimbursement.
March 27	Kelly	March 31	Simple mileage reimbursement.

#### YOUR EXCEL TRAINING STATUS:

Not completed; haven't thought about it for a second; if it is that important to your supervisor, then they should be scheduling it for you.

#### YOUR MONTHLY REPORT TRACKING SPREADSHEET:

Not completed because you haven't gone to Excel training yet.

#### ATTENDANCE:

You've been out (Dr. Appts/Vacation) about 8 days in the past 6 weeks.

**YOU DON'T WANT A WRITTEN WARNING,  
BUT YOU REALLY DON'T CARE IF  
YOU GET ONE, YOU JUST WANT THIS  
CONVERSATION TO BE OVER AS SOON AS  
POSSIBLE BECAUSE YOU CAN'T STAND  
YOUR SUPERVISOR.**

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A large, empty rectangular box with a light blue background and a black border, occupying the majority of the page below the header. It is intended for a counseling session exercise.

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**YOUR OPEN TRAVEL CASES FROM MARCH:**

SUBMITTED	TRAVELER	NOTES
March 2	Carter	<ul style="list-style-type: none"> <li>March 2: Carter provides you travel documents. <i>(You took a quick look at them and saw he was missing a bunch of information, so you put it to the side to follow up with him later.)</i></li> <li>March 9: Carter voicemails you re: status. (No response; meant to get back with him.)</li> <li>March 11: Carter emails you re: status. (No response; you were out that day.)</li> <li>March 27: You finally email Carter asking for additional information.</li> <li>March 31: Carter provides you the complete additional information.</li> <li>April 7: You have not touched it. (You were out April 1-3 for Easter.)</li> </ul> <i>(You just screwed up. You didn't keep up with it, and it got lost in the shuffle. You have no good excuse.)</i>

**YOUR CLOSED TRAVEL CASES FROM MARCH:**

SUBMITTED	TRAVELER	COMPLETED	NOTES
March 4	Babcock	March 4	Simple mileage reimbursement.
March 10	Beth	March 13	International travel, but Beth is so good at giving complete information.
March 11	Sandy	March 13	Needed one email exchange for additional information; easy to complete.
March 16	Chip	March 20	Had to walk him through it (he's never done one before).
March 16	Roddy	March 25	Needed one email exchange for additional information; easy to complete.
March 23	Babcock	March 23	Simple mileage reimbursement.
March 27	Kelly	March 31	Received additional documentation on March 30 and completed March 31.

**YOUR EXCEL TRAINING STATUS:**

Not completed; scheduled it once, but had to cancel due to sick child.

**YOUR MONTHLY REPORT TRACKING SPREADSHEET:**

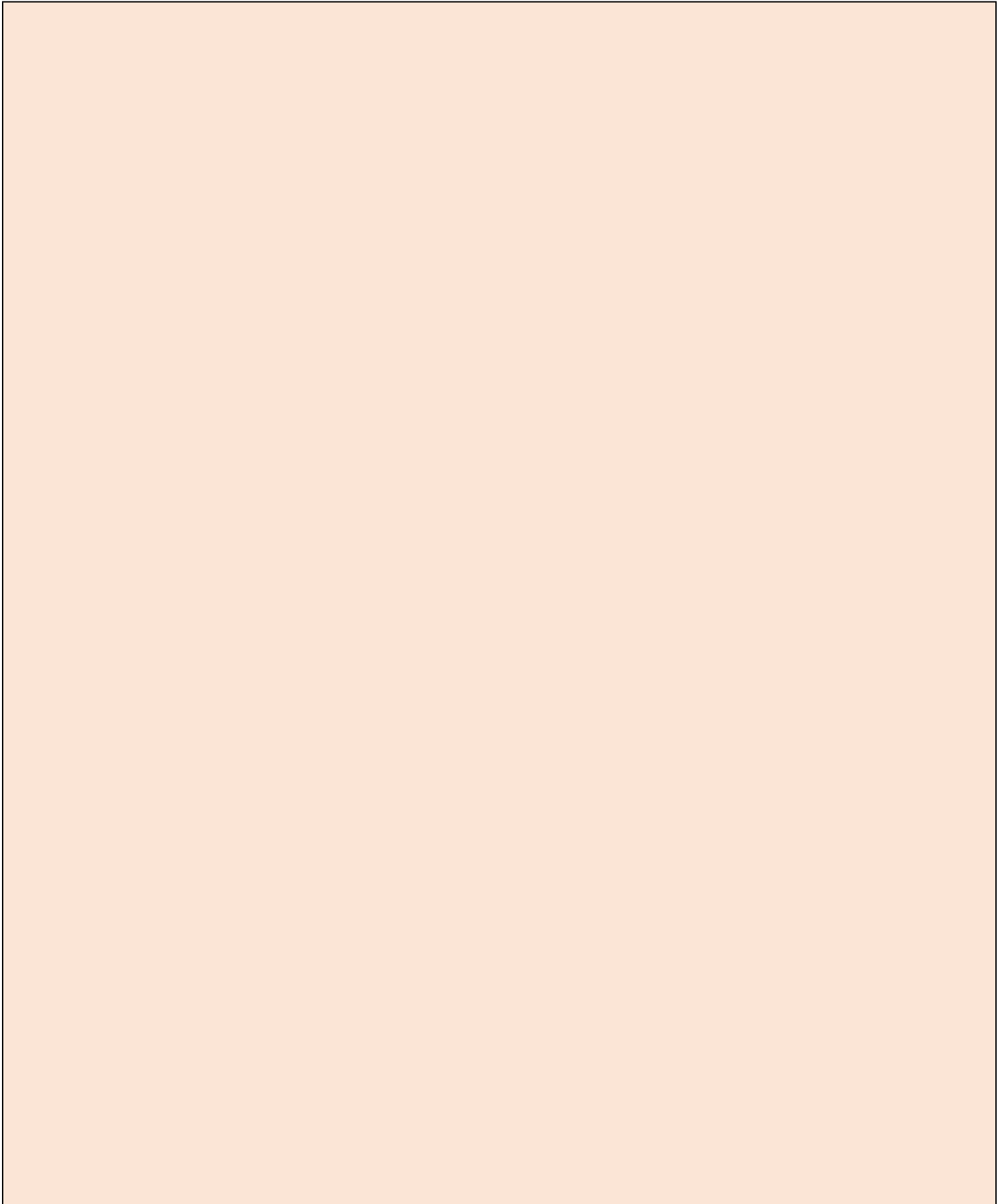
You've sketch it out pretty well, but are waiting to complete the class.

**ATTENDANCE:**

You've been out only a couple of days in the past 6 weeks.

**YOU'VE REALLY TAKEN THIS TO HEART AND APPRECIATE THAT YOUR SUPERVISOR HAS BEEN WORKING WITH YOU ON THIS. YOU KNOW YOU STILL HAVE A LOT TO LEARN AND AREN'T KNOCKING IT OUT OF THE PARK EVERY TIME, BUT YOU HOPE YOU ARE DOING WELL ENOUGH.**

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#### YOUR OPEN TRAVEL CASES FROM MARCH:

SUBMITTED	TRAVELER	NOTES
March 2	Carter	<ul style="list-style-type: none"> <li>March 2: Carter provides you travel documents.</li> <li>March 9: Carter voicemails you re: status. <i>(No response; you meant to, but forgot.)</i></li> <li>March 11: Carter emails you re: status. <i>(No response; you were out that day.)</i></li> <li>March 20: Carter emails you again re: status. <i>(No response; you were out that day.)</i></li> <li>March 26: You finally email Carter asking for additional information.</li> <li>March 27: Carter provides you the complete additional information.</li> <li>April 7: You have not touched it. <i>(You were out April 1-3 for Easter – family obligations.)</i></li> </ul>
March 10	Beth	<ul style="list-style-type: none"> <li>March 10: Beth provides you complete information.</li> <li>April 7: You have not touched it <i>(involves international travel).</i></li> </ul> <p><i>(International travel stuff is crazy and you have been trying to work with someone in travel to figure it all out. You feel so guilty about it because Beth is so nice.)</i></p>
March 16	Chip	<ul style="list-style-type: none"> <li>March 16: Chip provides you travel documents.</li> <li>March 16: You email Chip for more information. <i>(No response.)</i></li> <li>March 17: Chip voicemails you with questions. <i>(You were out that day.)</i></li> <li>March 19: You email Chip answers to his questions.</li> <li>March 20: Chip provides some additional information. <i>(But still not complete.)</i></li> <li>April 7: You have not touched it. <i>(Still missing some information.)</i></li> </ul> <p><i>(It got buried on your desk, and you were mortified that you forgot about it, especially because it is still missing information.)</i></p>
March 20	Roddy	<ul style="list-style-type: none"> <li>March 23: You email Roddy for more information.</li> <li>March 25: Roddy provides you complete information. <i>(You were out that day.)</i></li> <li>April 7: You have not touched it. <i>(You were out April 1-3 for Easter – family obligations.)</i></li> </ul> <p><i>(You were holding off on his because you wanted to prioritize the other open cases you had.)</i></p>

#### YOUR CLOSED TRAVEL CASES FROM MARCH:

SUBMITTED	TRAVELER	COMPLETED	NOTES
March 4	Babcock	March 4	Simple mileage reimbursement.
March 11	Sandy	March 13	Needed one email exchange for additional information; easy to complete.
March 23	Babcock	March 23	Simple mileage reimbursement.
March 27	Kelly	March 31	Received additional documentation on March 30 and completed March 31.

#### YOUR EXCEL TRAINING STATUS:

Not completed; you re-scheduled twice, but conflicts came up.

#### YOUR MONTHLY REPORT TRACKING SPREADSHEET:

Not completed because you haven't gone to Excel training yet.

#### ATTENDANCE:

You've been out (sick/vacation days) about 12 days in the past 6 weeks.

**YOU ARE EXHAUSTED WITH LIFE, TOO MUCH GOING ON IN EVERY WAY, BUT YOU CANNOT LOSE THIS JOB, AND YOU ARE PETRIFIED THAT YOU WILL GET FIRED. YOU KNOW YOU ARE BEHIND, BUT YOU ARE AFRAID TO ADMIT IT.**

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A large, empty yellow rectangular area intended for notes or a counseling session exercise. The area is completely blank, with no text or markings inside.